

## UTILITIES SERVICE BOARD MEETING

November 3, 2003

UTILITIES SERVICE BOARD MEETINGS ARE RECORDED ELECTRONICALLY OR STENOGRAPHICALLY AND ARE AVAILABLE DURING REGULAR BUSINESS HOURS IN THE OFFICE OF THE DIRECTOR OF UTILITIES.

Board President Swafford called the regular meeting of the Utilities Service Board to order at 5:00 p.m.

Board members present: Tom Swafford, Jeff Ehman, Sam Vaught, and Richard Eherenman. Staff members present: Mike Phillips, Margaret Dalle-Ave, John Trotter, Tom Staley, Jonathan Heald, and Assistant City Attorney Jennifer Lloyd. Also present: Paul Dubbeling representing the Indiana University Student Legal Services, Ariuna Battulga, Bertina Rudman, Gary Kent, Geoff McKim representing TSC, and Mark Menefee representing Indiana University.

### ROLL CALL:

4 members present.

### MINUTES:

EHRENMAN MOVED AND VAUGHT SECONDED THE MOTION TO APPROVE THE MINUTES OF THE OCTOBER 20, 2003, UTILITIES SERVICE BOARD MEETING AS PRESENTED. MOTION CARRIED. 4 AYES. 3 MEMBERS ABSENT (HENKE, MURPHY, AND WHITE).

### CLAIMS:

Board Vice President Ehman requested an explanation of claim no. 0391731. Utilities Director Phillips stated that he would obtain the information and forward it to Mr. Ehman.

VAUGHT MOVED AND EHMAN SECONDED THE MOTION TO APPROVE THE CLAIMS AS FOLLOWS:

CLAIMS 0391687 THROUGH 0391802 INCLUDING \$224,113.20 FROM THE WATER OPERATIONS & MAINTENANCE FUND FOR A TOTAL OF \$224,113.20 FROM THE WATER UTILITY; CLAIMS 0331074 THROUGH 0331152 INCLUDING \$179,192.17 FROM THE WASTEWATER OPERATIONS & MAINTENANCE FUND AND \$4,247.59 FROM THE WASTEWATER CONSTRUCTION FUND FOR A TOTAL OF \$183,439.76 FROM THE FROM THE WASTEWATER UTILITY; AND CLAIM 0370080 INCLUDING \$4,139.00 FROM THE WASTEWATER/STORMWATER FUND FOR A TOTAL OF \$4,139.00 FROM THE WASTEWATER/STORMWATER UTILITY. TOTAL CLAIMS APPROVED -

\$411,691.96. MOTION CARRIED. 4 AYES. 3 MEMBERS ABSENT (HENKE, MURPHY, AND WHITE).

Board member Murphy arrived at the meeting at this time.

CUSTOMER REQUEST FOR ADJUSTMENT OF ACCOUNT:

Paul Dubbeling of the Indiana University Student Legal Services represented Ariuna Battulga who requested an adjustment on her account. Copies of the information on this account are attached to the minutes. Mr. Dubbeling explained that even though tests showed that the meter was working properly, he felt that an adjustment should be made because the bill was too large to be incurred by a leak in the toilet for a short period of time. Board member Vaught stated that this request was previously considered and denied by the Administrative Subcommittee. Since the Utilities Department is not allowed to make adjustments on accounts where the water has actually gone through a properly working meter and since the customer acknowledged a leak in the toilet, the following motion was presented for denial of the request for adjustment. The customer was advised to contact the Customer Relations Department to initiate a payment agreement plan. Utilities Director Phillips stated that he is currently working on a plan to assist customers in this type of situation. Mr. Phillips hopes that the plan will be ready to present for approval by the end of 2003.

VAUGHT MOVED AND EHRENMAN SECONDED THE MOTION TO DENY THE REQUEST FOR ADJUSTMENT ON THE ACCOUNT OF ARIUANA BATTULGA. MOTION CARRIED. 5 AYES. 2 MEMBERS ABSENT (HENKE AND WHITE).

CBU STORMWATER CREDIT MANUAL:

Assistant Engineer Heald presented Board members with a copy of the slightly revised Stormwater Credit Manual. (A copy of this manual is attached to the minutes.) Mr. Heald explained the revisions made and answered questions posed by both Board members and members of the general public.

EHRENMAN MOVED AND EHMANN SECONDED THE MOTION TO APPROVE THE STORMWATER UTILITY CREDIT MANUAL AS PRESENTED. MOTION CARRIED. 5 AYES. 2 MEMBERS ABSENT (HENKE AND WHITE).

OLD BUSINESS:

No old business was presented.

NEW BUSINESS:

No new business was presented.

#### SUBCOMMITTEE REPORTS:

No subcommittee reports were presented.

The Finance Subcommittee is scheduled to meet on November 7, 1003.

#### STAFF REPORTS:

##### Geoff McKim –

Geoff McKim of TSC demonstrated the beta version of CBU Online – where customers will be able to view their account information via the internet, review their billing data, request additional information, or schedule an e-payment. (A copy of the presentation is attached to the minutes.)

##### Accounting Department –

Board members were presented with a memo explaining why the September financial statements will not be ready until the November 17, 2003, meeting. (A copy of the memo is attached to the minutes.)

#### ADJOURNMENT:

The meeting was adjourned at 5:47 p.m.

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L. Thomas Swafford, President